

# **EXHIBIT 2-L**

THE WAVE STUDIO, LLC  
COMPLAINT





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Customer Service: [Manage Your Booking](#)

[English](#) [USD \\$](#)

From  To  Rooms: **1** Guests: **2 Adults** [Change](#)

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## The Chedi Club at Tanah Gajah, Ubud



253 reviews

Jalan Goa Gajah, Ubud, 80571, ID

Hotel Information: US and Canada: 866-797-0578 Europe 00-800-11-20-11-40

**\$390**

Avg. Nightly Rate from

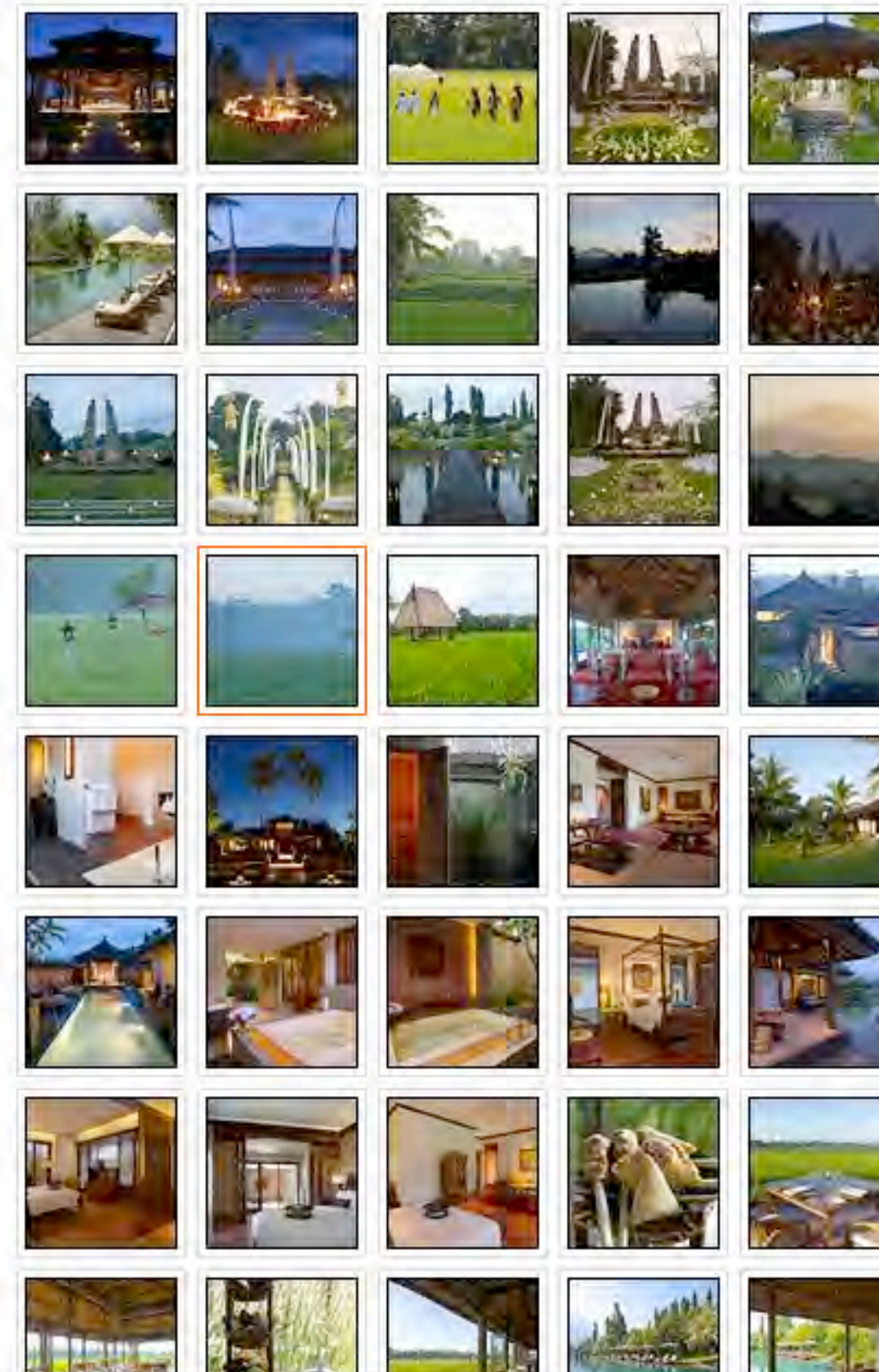
**Rooms & Rates**

[Summary](#) [Photos](#) [Location](#) [Rooms & Rates](#)

[Low Price Guarantee \(Details\)](#)



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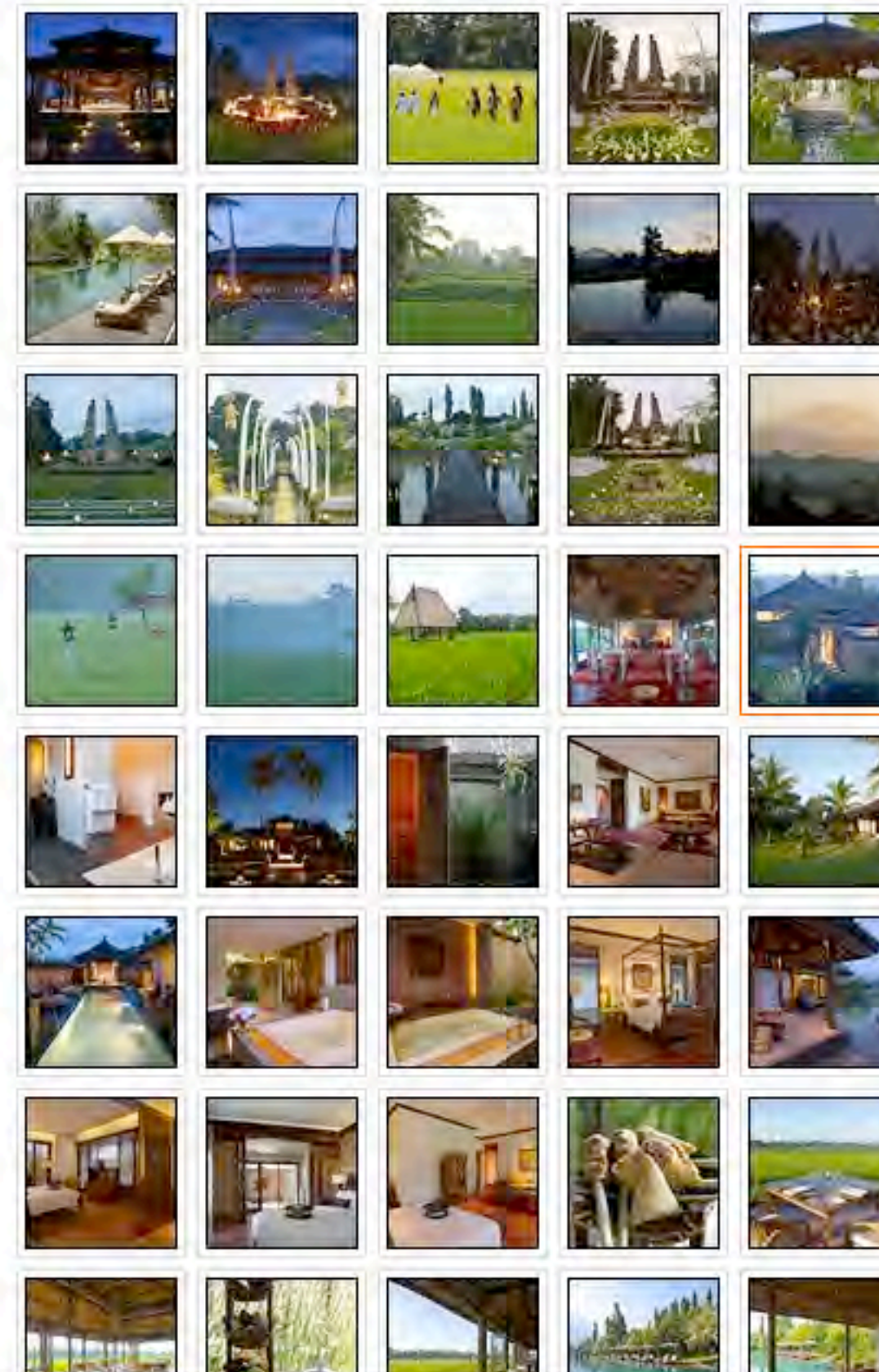
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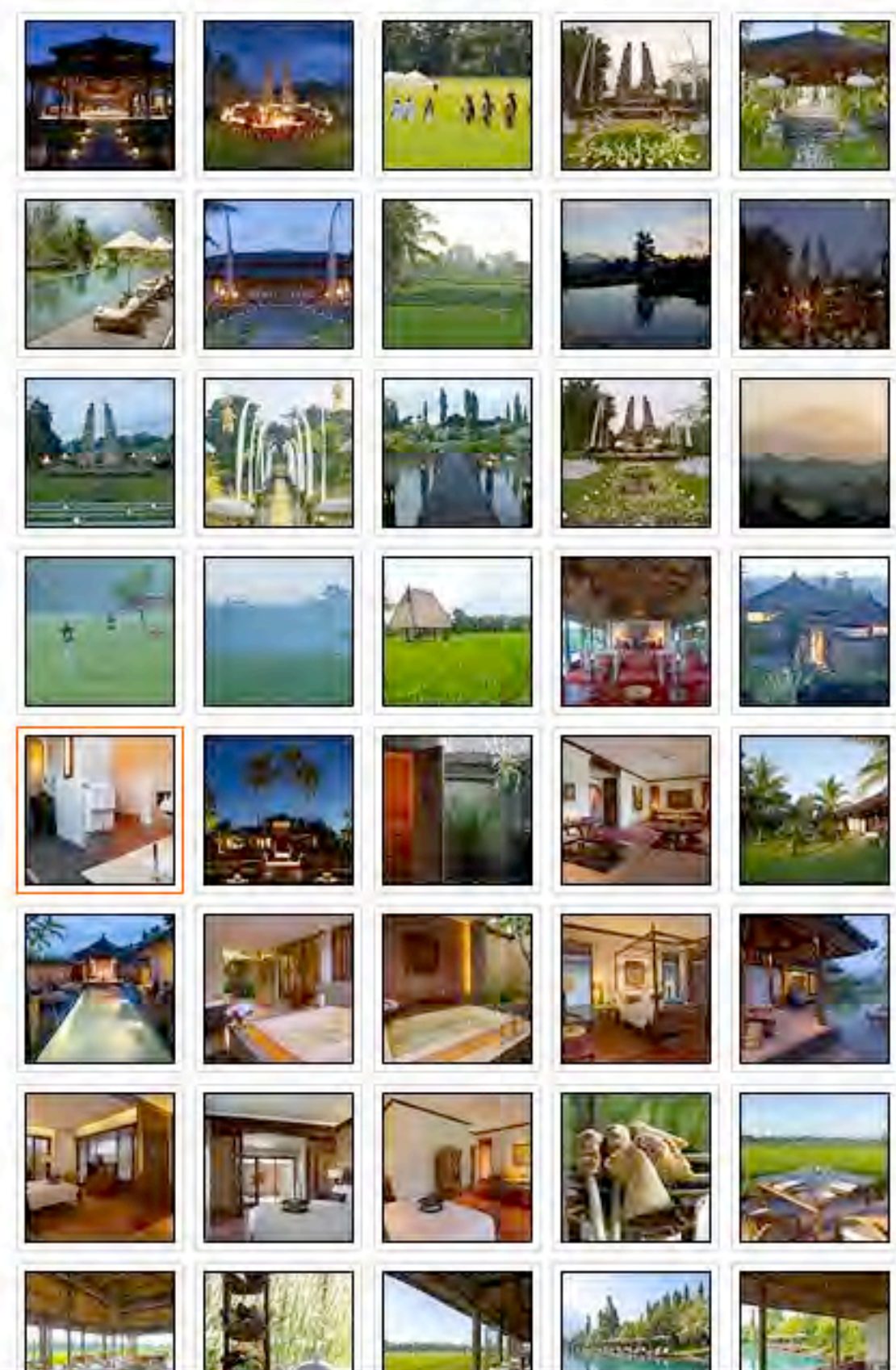
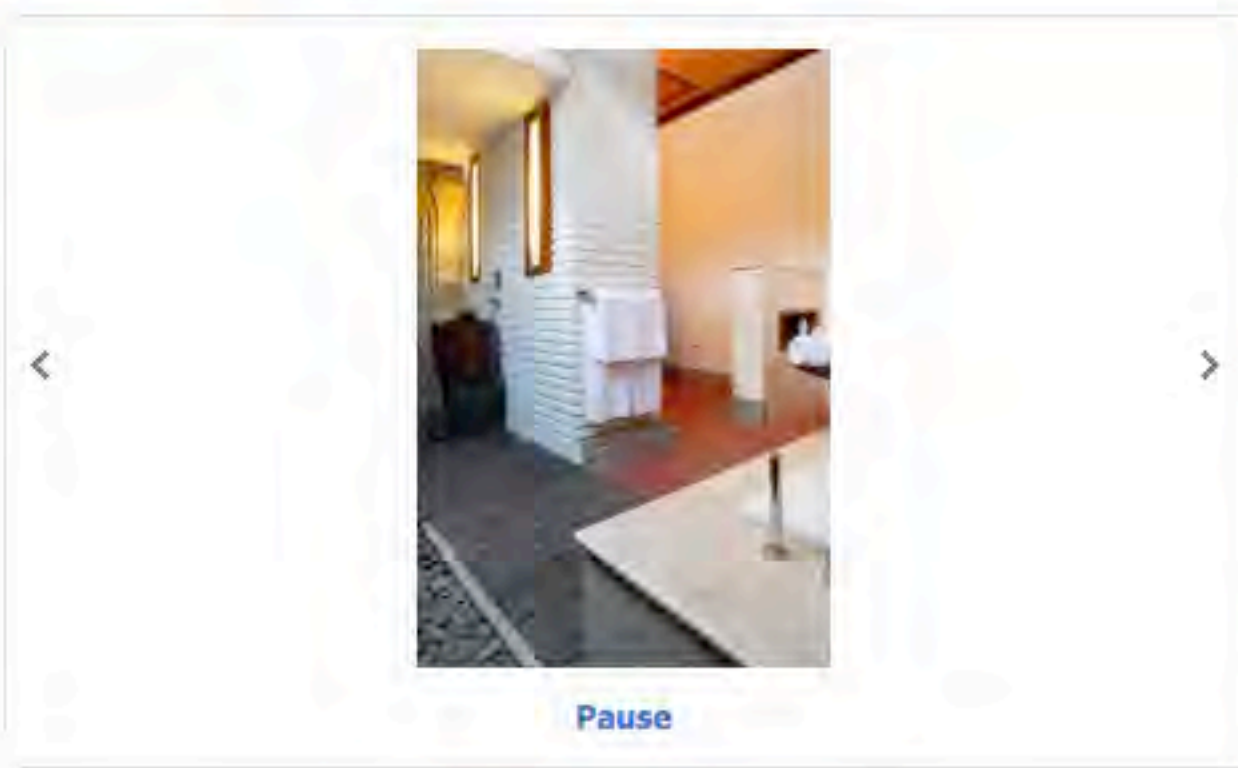
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Based on 267 traveler reviews

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## Description

### Location.

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### Guestrooms.

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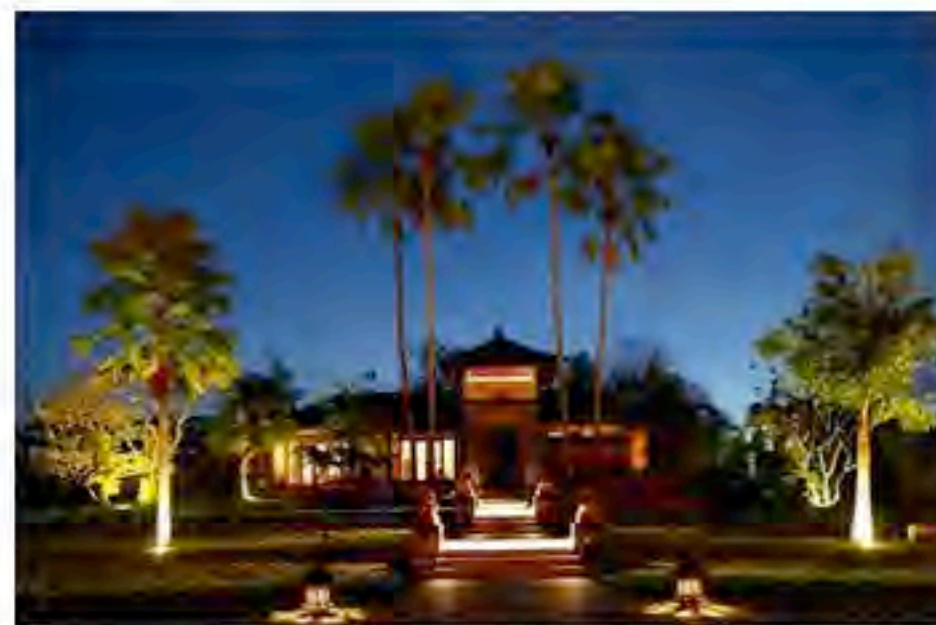
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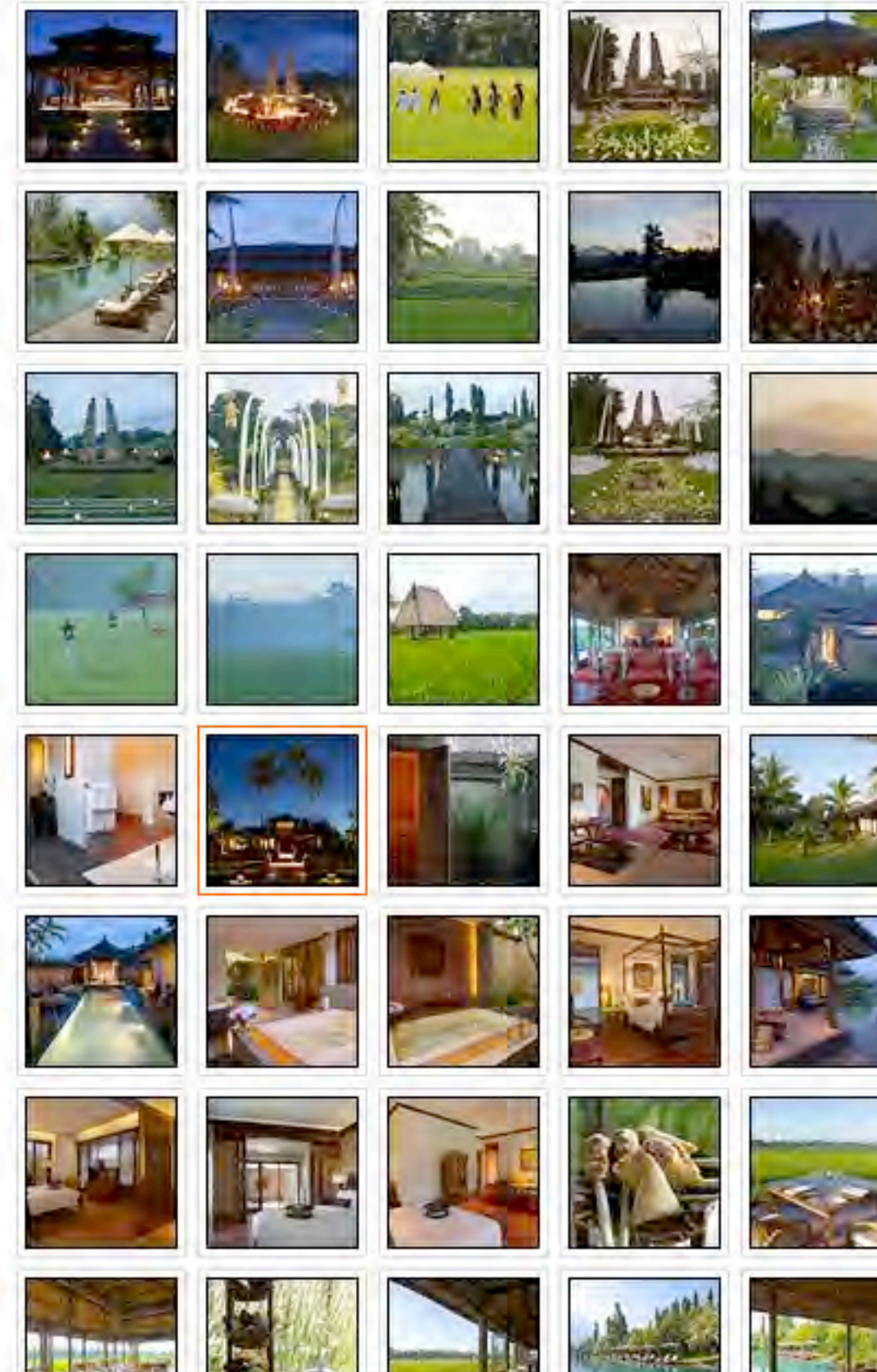
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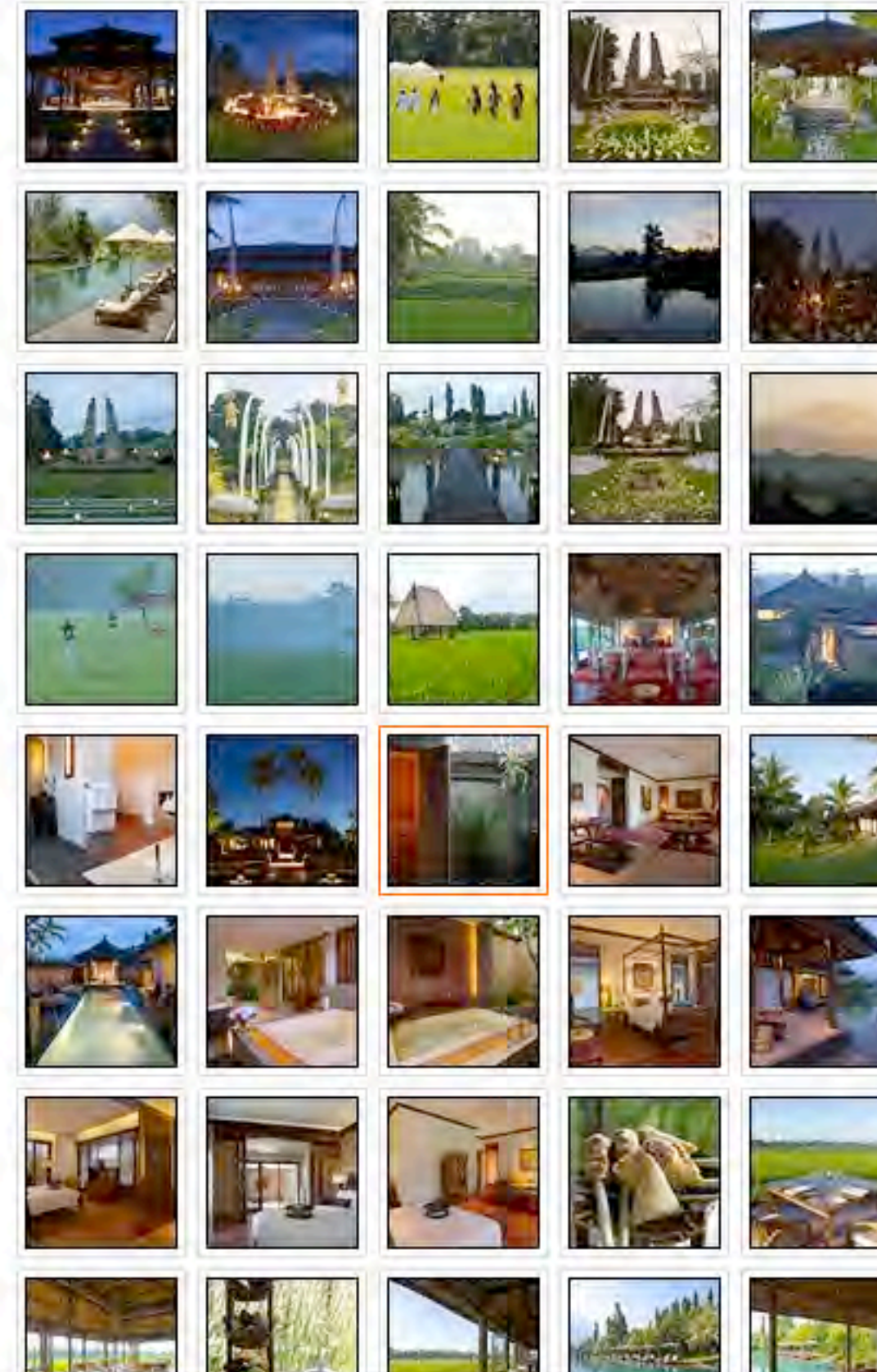
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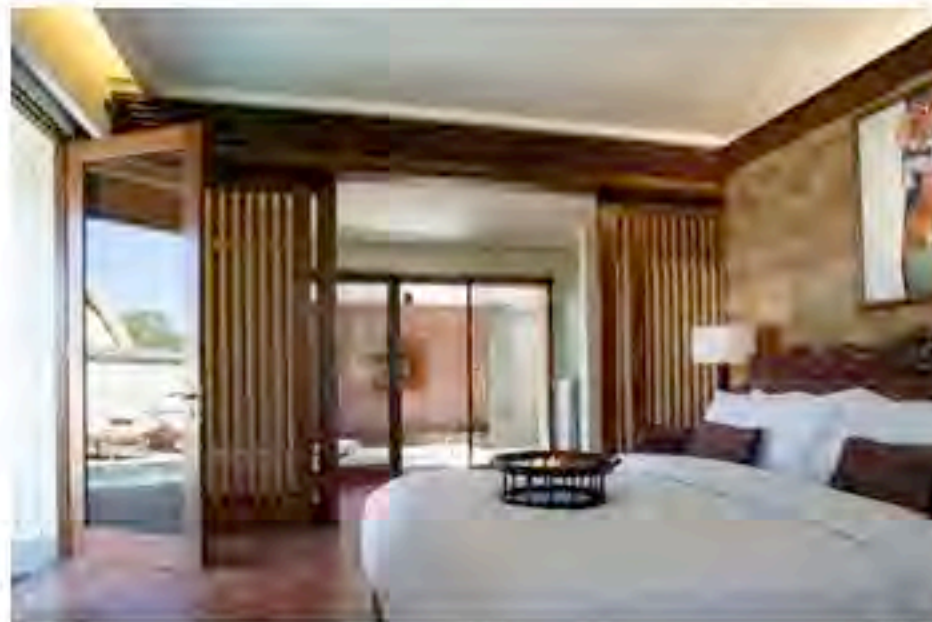
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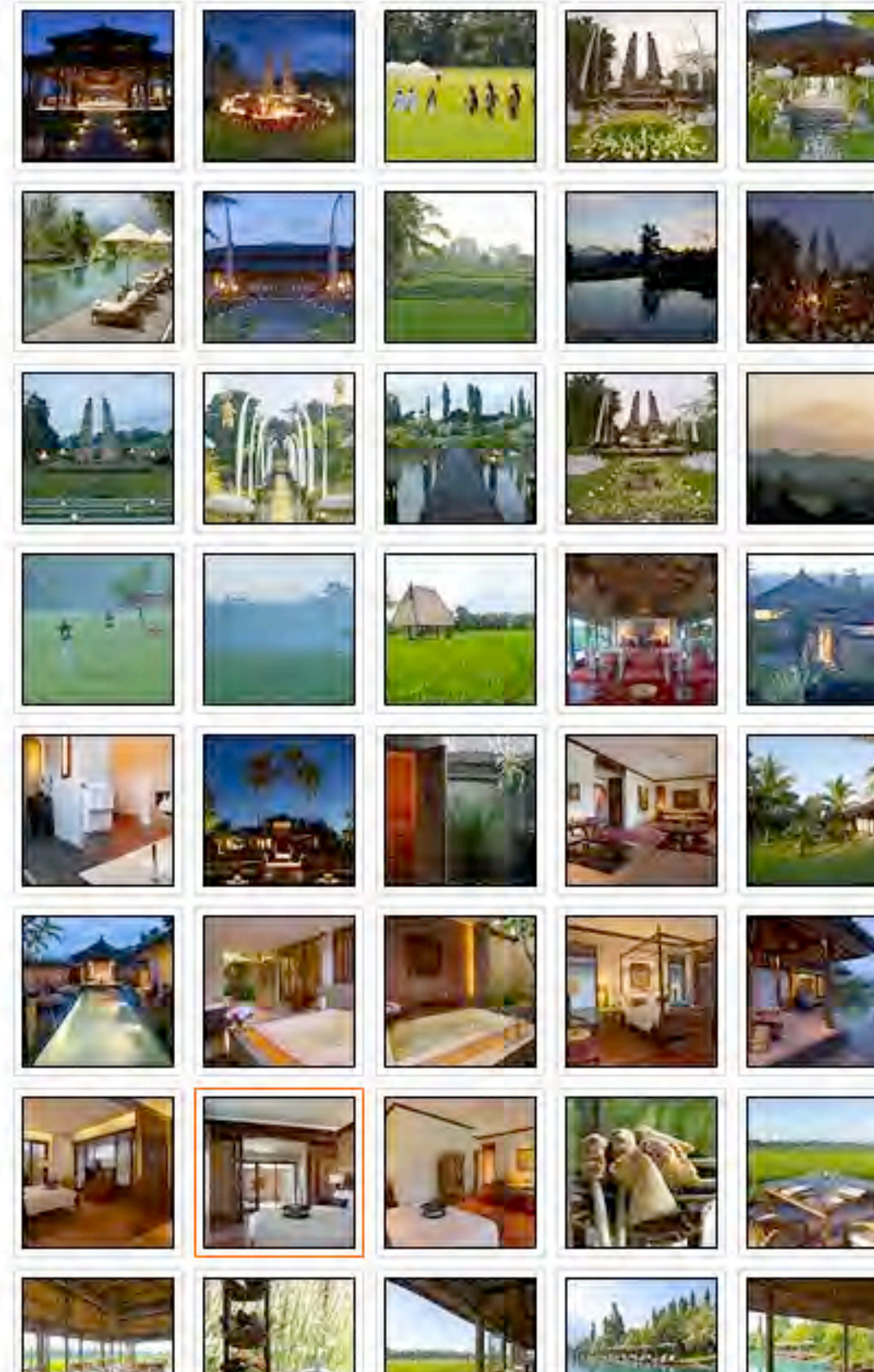
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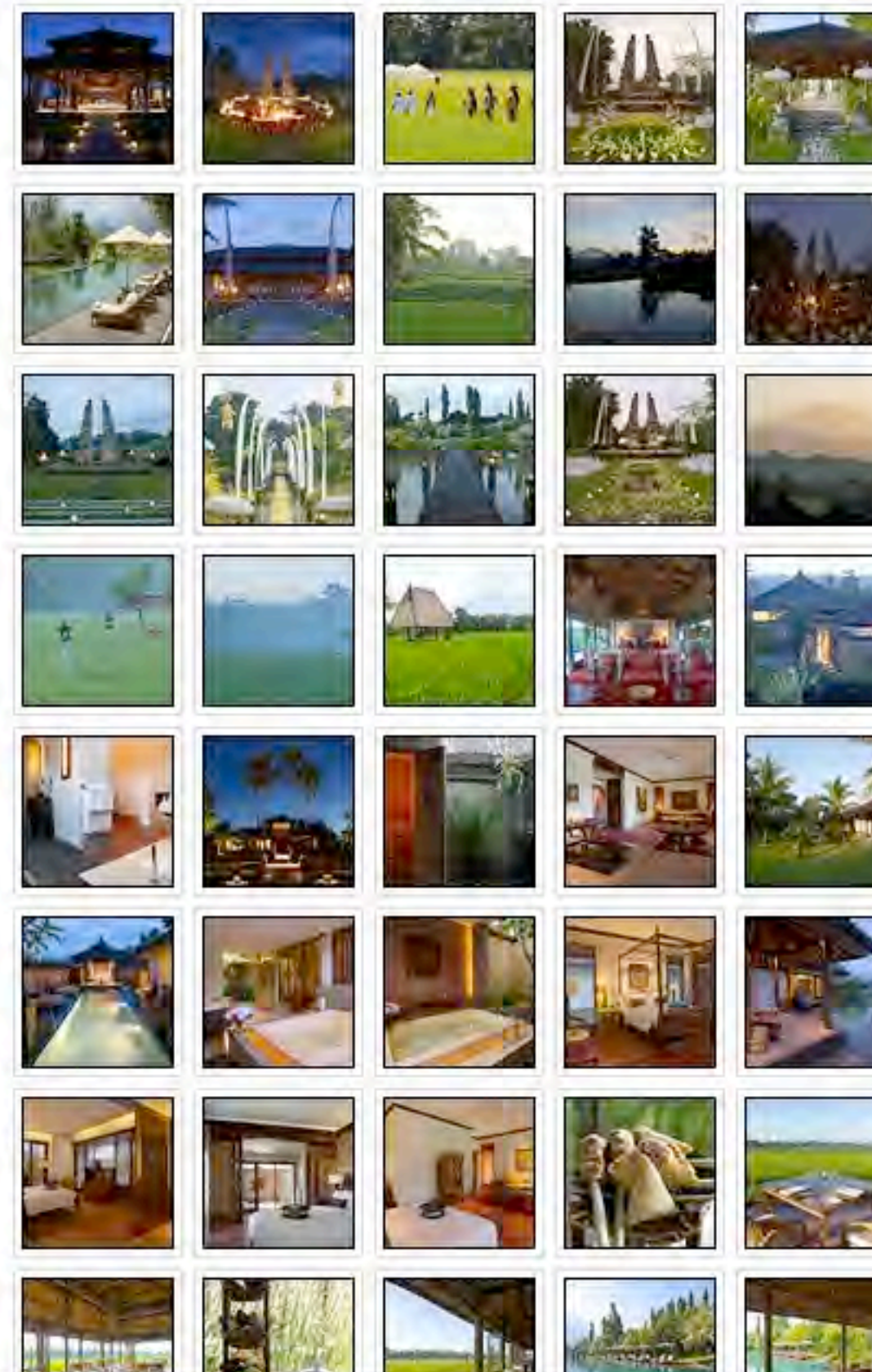
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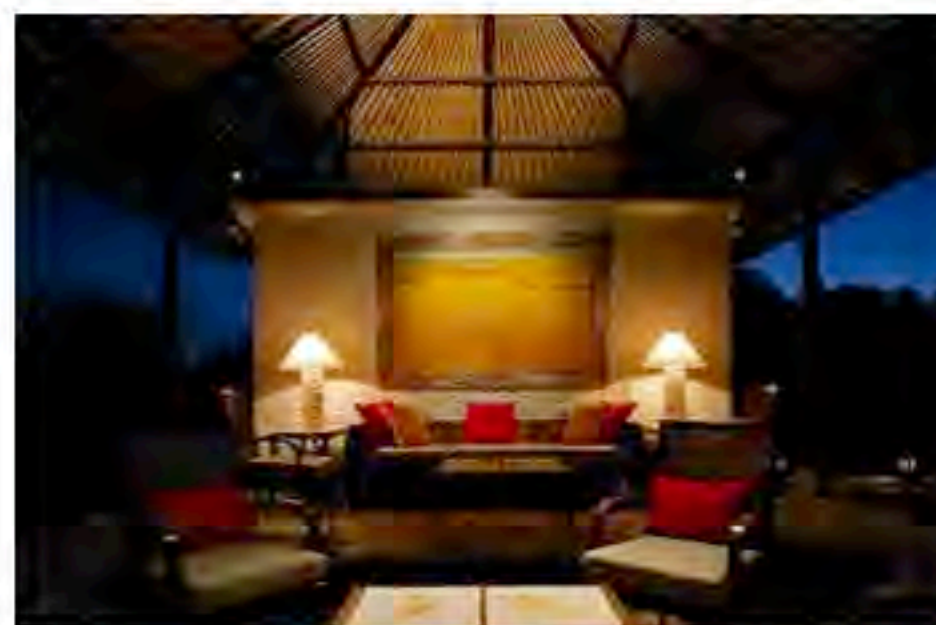
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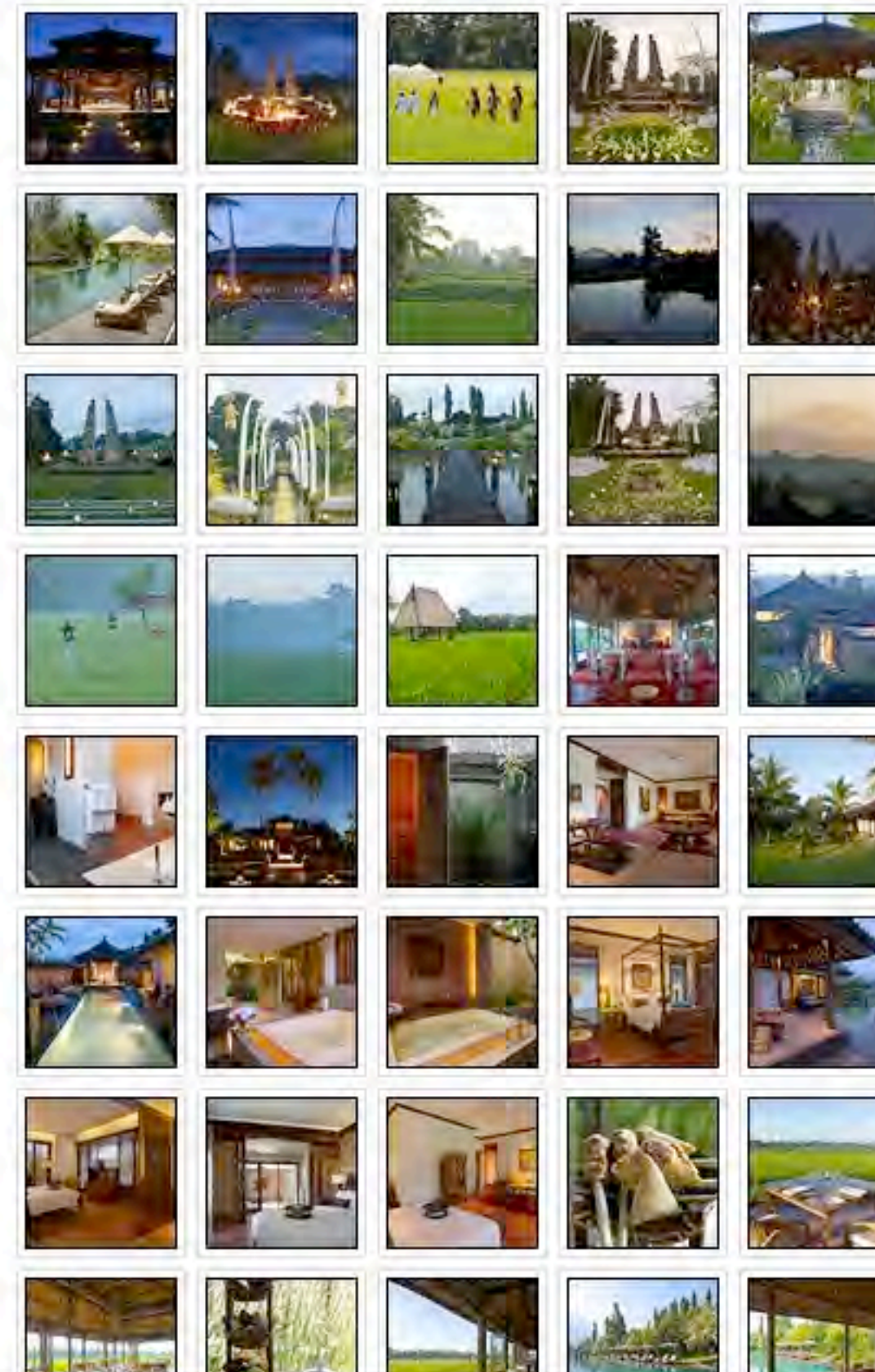
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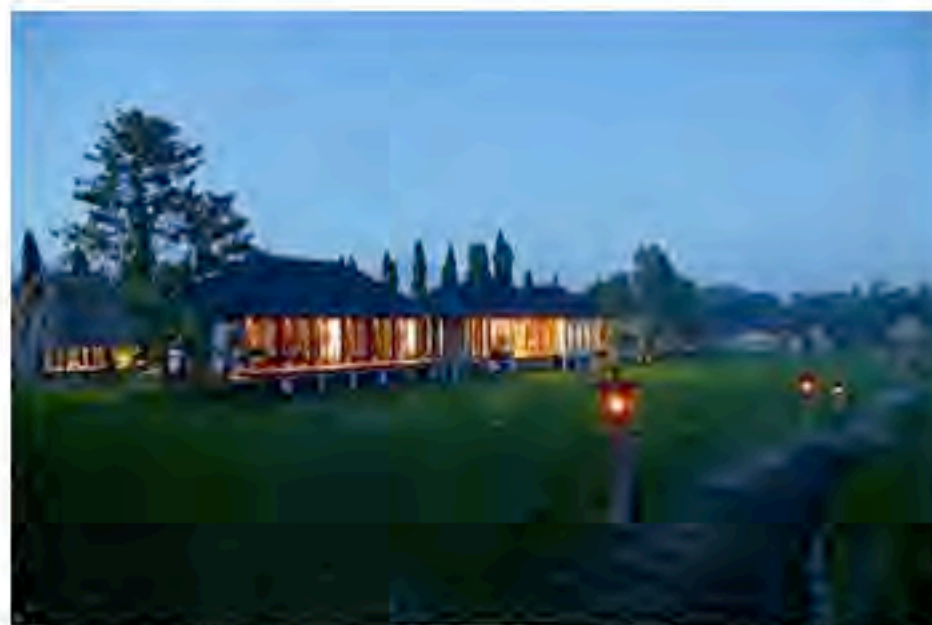
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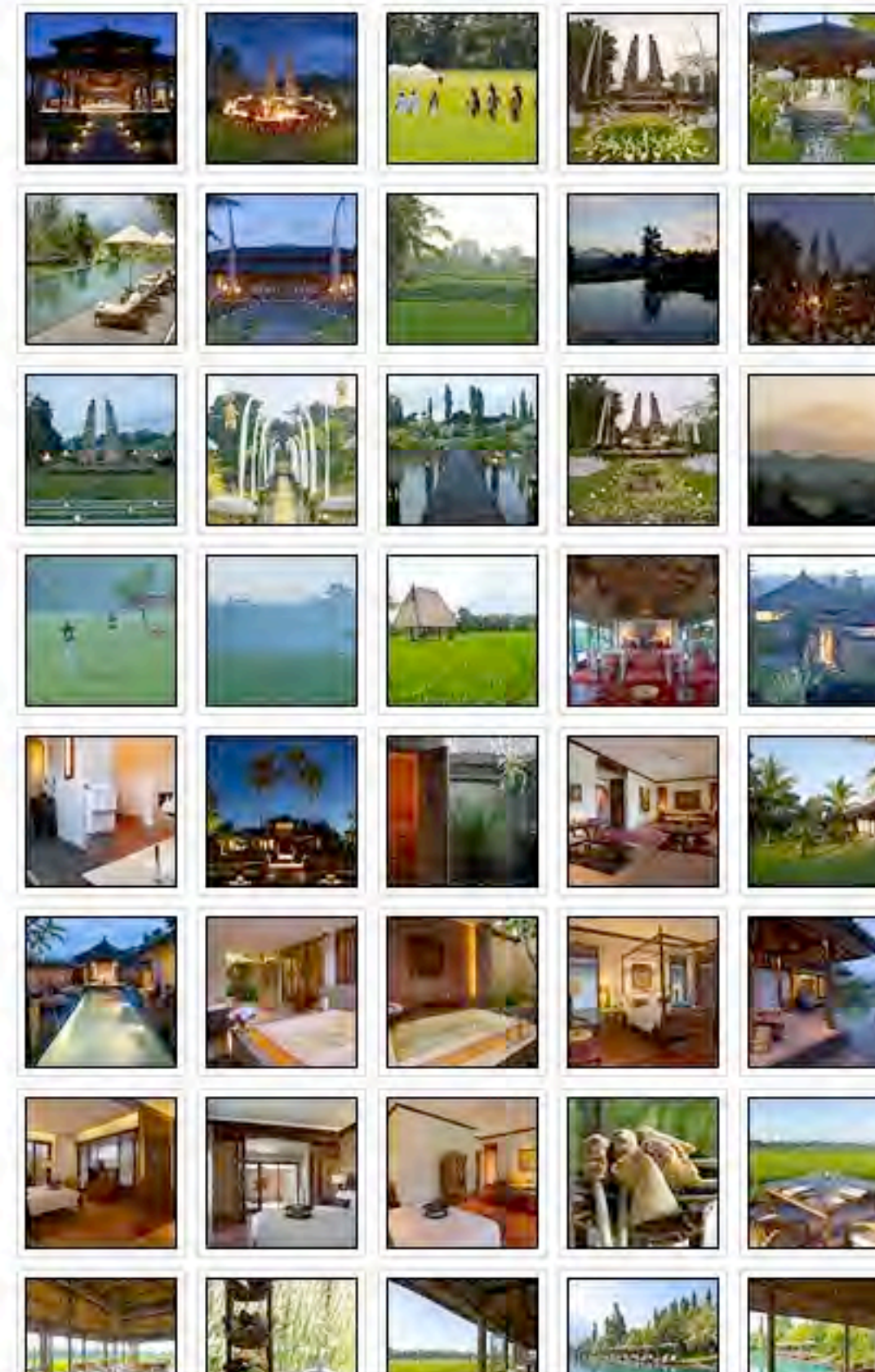
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## Complete Your Booking

Safe Shopping Guaranteed

### Step 1 Traveler Information

### Step 2 Payment

#### Guest Details

Please provide a name and room preference for the guest responsible for checking into the room(s).

**Room: 1: 2 Adults**

First Name

Last Name

Smoking Preferences

☒ Non-Smoking ☐ Smoking

Bedding Preference

Sleeper Sofa

Special Request\* (optional)

\*Special requests are subject to availability upon check-in and may incur additional charges. Special request cannot be guaranteed.

#### Contact Details

We require a valid email address to contact you with the details of your booking.

Email Address

Confirm Email Address

Needed if there are questions about your reservation.

Phone Number

#### Details of Stay

##### The Chedi Club at Tanah Gajah, Ubud



★★★★★ 253 reviews

Jalan Goa Gajah, Ubud, 80571, ID

**Check-in:** Mar 19, 2012

**Check-out:** Mar 20, 2012

**Guests:** 2 Adults

**Rooms:** 1

**Room type:**

**One bedroom pool villa**

All prices are displayed in \$ USD

#### Price Details:

Room 1: \* \$495.00

\*Excluding tax recovery charges and service fees

tax recovery charges and service fees \$103.95

**Total Charges \$598.95**

\*\*Including tax recovery charges and service fees

#### Notifications and Fees:

All guests staying in hotel guestrooms must be registered with the hotel.

No pets, including service animals, are allowed at this property.

The following fees and deposits are charged by the property at time of service, check-in, or check-out.

Deposit: USD 100 per night (for stays between 1 January - 31 December)

The above list may not be comprehensive. Fees and deposits may not include tax and are subject to change.



Last Name

Smoking Preferences

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### United Airlines membership/loyalty

MileagePlus Number

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**Low Price Guarantee** [\(Details\)](#)

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- We Never Charge a Change or Cancel Fee [\(Details\)](#)
- Low Price Guarantee [\(Details\)](#)
- Secure bookings & protective privacy policy



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 Based on **267** traveler reviews

**Most Recent Traveler Reviews:**

- Mar 12, 2012: "Much beyond my expectation"
- Mar 8, 2012: "Heaven on earth!"
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[Read reviews »](#)

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## Description

### Location.

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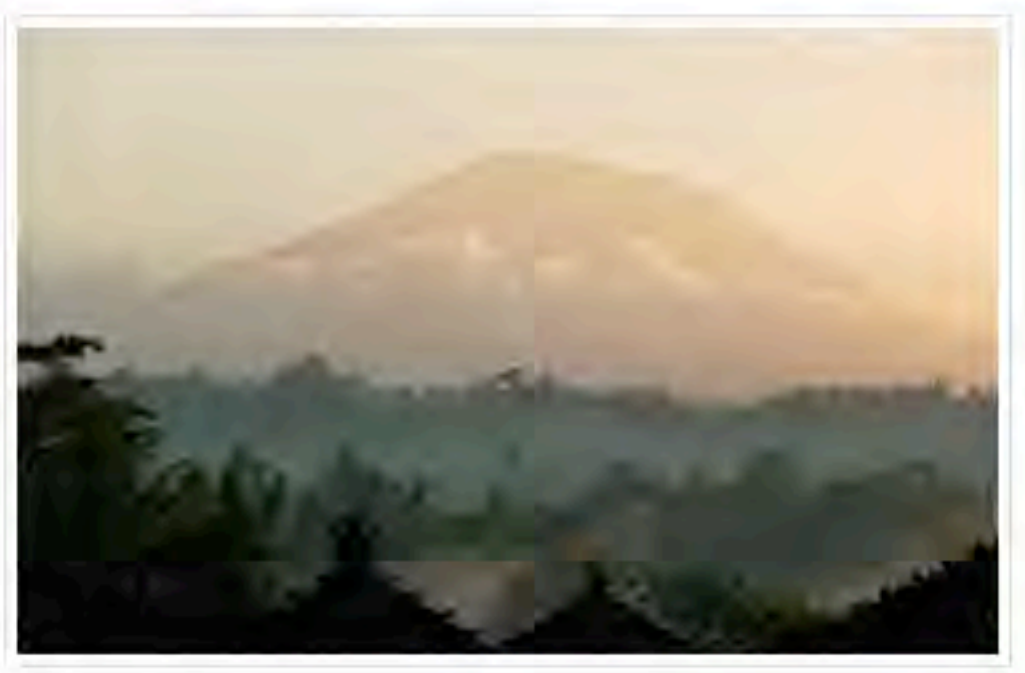
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The Chedi Club at Tanah Gajah, Ubud's restaurant serves breakfast, lunch, and dinner. A poolside bar and a bar/lounge are open for drinks. Room service is available 24 hours a day. The hotel serves a complimentary cooked-to-order breakfast. Recreational amenities include an outdoor pool, an outdoor tennis court, and a fitness facility. Spa amenities include spa services, massage/treatment rooms, and facials. This 5-star property offers small meeting rooms and limo/town car service. Complimentary wireless and wired high-speed Internet access is available in public areas. This Ubud property has 35 square meters of event space. Complimentary shuttle services include an area shuttle which runs to destinations within 5 km and a roundtrip airport shuttle (available on request). Wedding services, concierge services, and tour assistance are available. Complimentary guest parking is limited, and available on a first-come, first-served basis. Additional property amenities include multilingual staff, gift shops/newsstands, and currency exchange. A total renovation of this property was completed in July 2004.

### Guestrooms.

20 air-conditioned guestrooms at The Chedi Club at Tanah Gajah, Ubud feature minibars and CD players. Accommodations offer garden views. Beds come with down comforters and premium bedding. These individually furnished and decorated rooms include desks. Accommodations include espresso makers and coffee/tea makers. Bathrooms feature separate bathtubs and showers with handheld showerheads and rainfall showerheads. They also offer double sinks, makeup/shaving mirrors, and bathrobes. Wired high-speed Internet access is complimentary. In addition to complimentary newspapers and safes, guestrooms offer direct-dial phones. LCD televisions have premium cable channels and DVD players. Also included are complimentary bottled water and windows that open. Guests may request irons/ironing boards and wake-up calls. A nightly turndown service is offered and housekeeping is available daily.





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From  To  Rooms: **1** Guests: **2 Adults** [Change](#)

[Back to Search Results](#)

## The Chedi Club at Tanah Gajah, Ubud



253 reviews

Jalan Goa Gajah, Ubud, 80571, ID

Hotel Information: US and Canada: 866-797-0578 Europe 00-800-11-20-11-40

**\$390**

Avg. Nightly Rate from

**Rooms & Rates**

**Summary** [Photos](#) [Location](#) [Rooms & Rates](#)

**Low Price Guarantee** [\(Details\)](#)



### The Chedi Club Tanah Gajah a GHM Hotel

#### TripAdvisor Traveler Rating:



Based on **267** traveler reviews

#### Most Recent Traveler Reviews:

- Mar 12, 2012: "Much beyond my expectation"
- Mar 8, 2012: "Heaven on earth!"
- Mar 7, 2012: "A little slice of spiritual heaven!"

[Read reviews »](#)

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## Description

### Location.

The Chedi Club at Tanah Gajah, Ubud is a family-friendly Ubud hotel in the mountains and close to Elephant Cave, Ubud Monkey Forest, and Rudana Museum. Additional points of interest include Puser Tasik Temple and Ubud Royal Palace.

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Customer Service: [Manage Your Booking](#)

[English](#) [USD \\$](#)

From  To  Rooms: **1** Guests: **2 Adults** [Change](#)

[Back to Search Results](#)

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253 reviews

Jalan Goa Gajah, Ubud, 80571, ID

Hotel Information: US and Canada: 866-797-0578 Europe 00-800-11-20-11-40

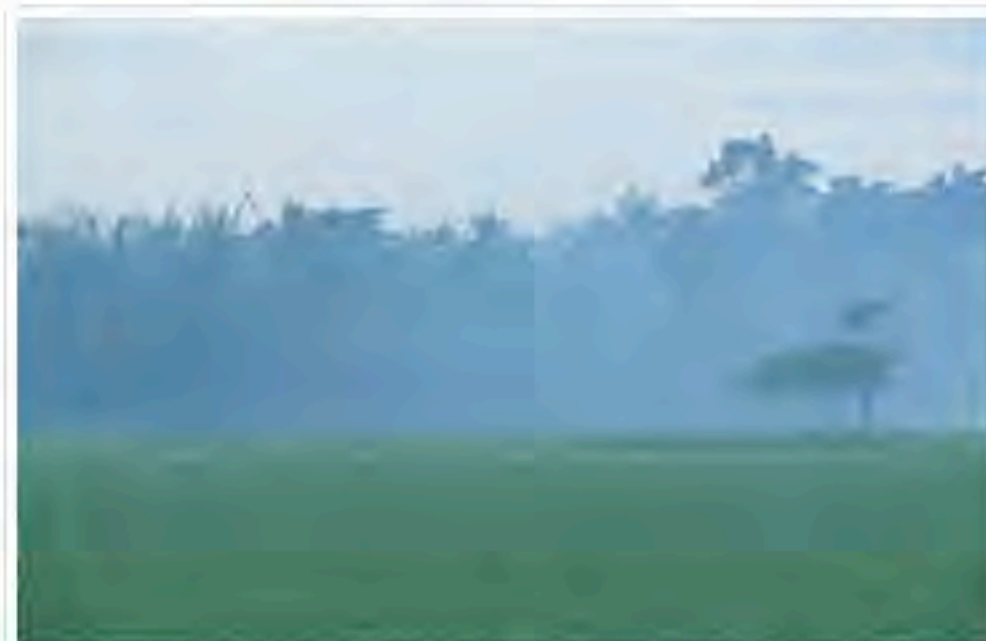
**\$390**

Avg. Nightly Rate from

[Rooms & Rates](#)

[Summary](#) [Photos](#) [Location](#) [Rooms & Rates](#)

[Low Price Guarantee \(Details\)](#)



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## Description

### Location.

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From  To  Rooms: **1** Guests: **2 Adults** [Change](#)

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## THE CHEDI CHIANG MAI

★★★★★ 543 reviews

123 Charoen Prathet Road, Chiang Mai, 50100, TH

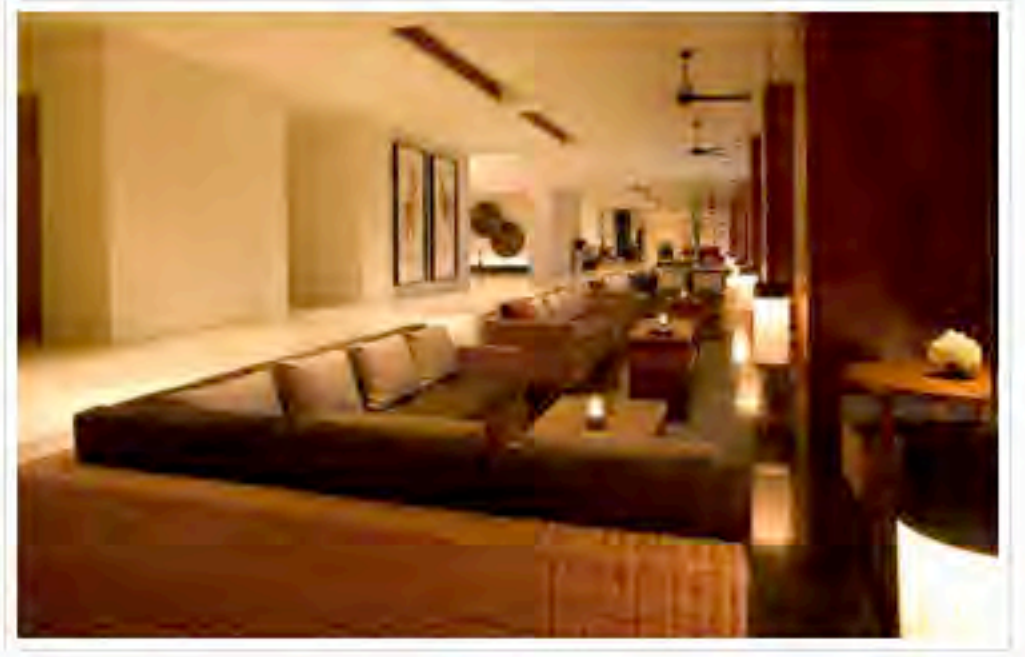
Hotel Information: US and Canada: 866-797-0578 Europe 00-800-11-20-11-40

**\$393**

Nightly Rate from

**Rooms & Rates**

Summary Photos Location Rooms & Rates **Low Price Guarantee** [\(Details\)](#)



### The Chedi Chiang Mai

**TripAdvisor Traveler Rating:**  
 Based on 572 traveler reviews

**Most Recent Traveler Reviews:**

- Mar 13, 2012: "Wonderful"
- Mar 12, 2012: "Oasis of calm and peace"
- Mar 6, 2012: "Definitely the best experience ever !!"

[Read reviews >>](#)

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### Description

- Boutique - Hotel Year Built - 2004 Additional Property Description - The Chedi Chiang Mai is located on the bank of the Ping River, within walking distance of the famous Night Market. The Chedi incorporates the cream of modern Asian design, venturing into uncharted domains of service and luxury with teakwood flooring and warm rich colors. Opening onto a private courtyard. NBR OF SUITES - 32 NBR OF NON-SMOKING ROOMS - 84 TWIN OR QUEEN SIZE BED, GARDEN OR RIVER VIEW, PRIVATE COURTYARD. BALCONY WITH DAY BED. TEA- COFFEE, LCD TV, INTERNET ACCESS, AND SAFE-BOX ROOM AMENITIES FOR ALL ROOMS - ROOM AMENITIES - AIR CONDITIONING / BALCONY / BATH TUB / BATHROBE / BATHROOM AMENITIES / CABLE/SATELLITE TV / COFFEE/TEA MAKER / DESK / DIRECT DIAL TELEPHONE / DVD / FREE NEWSPAPER / HAIR DRYER / IRON/IRONING BOARD / MINI BAR / NO SMOKING ROOM / PHONE IN BATHROOM / RADIO / REFRIGERATOR / REMOTE CONTROL TV / SAFE / SHOWER / SMOKE DETECTOR / STEREO SYSTEM / TELEPHONE / TELEVISION TECHNOLOGY - FAX MACHINE AJS - GARDEN VIEW MAX OCCUPANCY - 2 MAX NBR OF ROLLAWAYS - 2 ROOM DESCRIPTION - CHEDI CLUB SUITE QUEEN BED ROOM IN CONTEMPORATY DESIGN, LARGE ROOM 100 SQM FACING GARDEN OR RIVER, WITH PRIVATE COURTYARD AND BALCONY WITH DAY BED AND WRITING DESK, COMPLIMENTARY WI FI, COMBINED OF LIVING AND SLEEPING AREA WITH DAY BED, SEPARATE BATH AND SHOWERING AREA WITH DOUBLE VANITY. FACILITIES WITH BOSE LCD TV-DVD, CD, EXPRESSO MACHINE, IN-ROOM SAFE AIR CONDITIONER, COMPLIMENTARY MINI BAR AND DAILY NEWSPAPER, ACCESS TO THE CLUB LOUNGE FOR COMPLIMENTARY LUXURY BREAKFAST BUFFET, COCKTAIL AND SNACK, BUTLER SERVICES LAUNDRY, R/T AIRPORT TRANSFERS WITH MERCEDES LIMOUSINE A1Q - GARDEN VIEW MAX OCCUPANCY - 2 MAX NBR OF ROLLAWAYS - 0 ROOM DESCRIPTION - DELUXE QUEEN BED IN CONTEMPORARY DESIGN, 50 SQM FACING GARDEN, WITH PRIVATE COURTYARD ENTRANCE, BALCONY WITH DAY BED, AND WRITING DESK. SEPARATE BATH AND SHOWERING AREA, BATHROBE, SLIPPERS AND HAIR DRYER. FACILITIES WITH LCD TV, AIR-CONDITIONER COMPLIMENTARY WI FI, MINI BAR, NEWSPAPER AND IN-ROOM SAFE A2T - GARDEN VIEW MAX OCCUPANCY - 2 MAX NBR OF ROLLAWAYS - 0 ROOM DESCRIPTION - DELUXE TWIN BEDS ROOM IN CONTEMPORARY DESIGN, 50 SQM FACING GARDEN, WITH PRIVATE COURTYARD ENTRANCE, BALCONY WITH DAY BED, AND WRITING DESK. SEPARATE BATH AND SHOWERING AREA, BATH

All prices are displayed in \$ USD





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From  To  Rooms: **1** Guests: **2 Adults** [Change](#)

[Back to Search Results](#)

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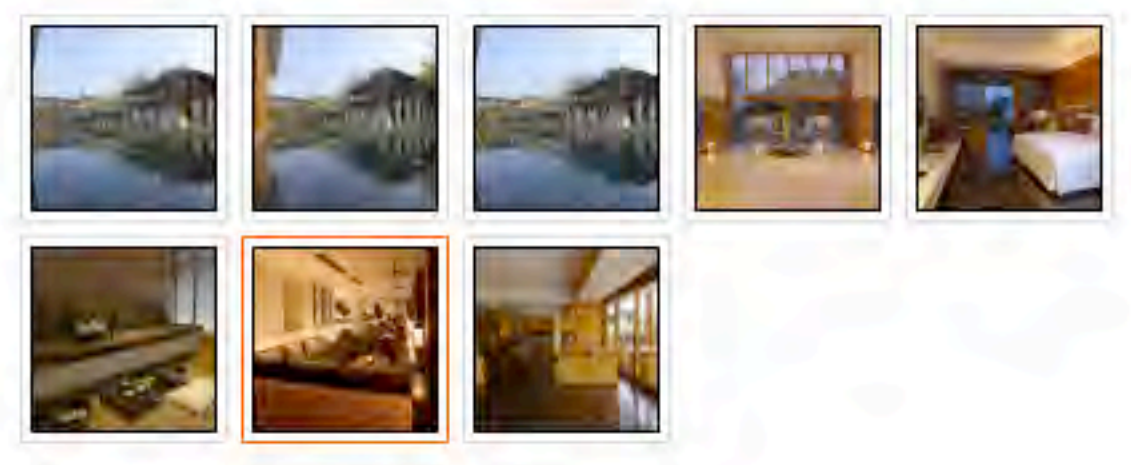
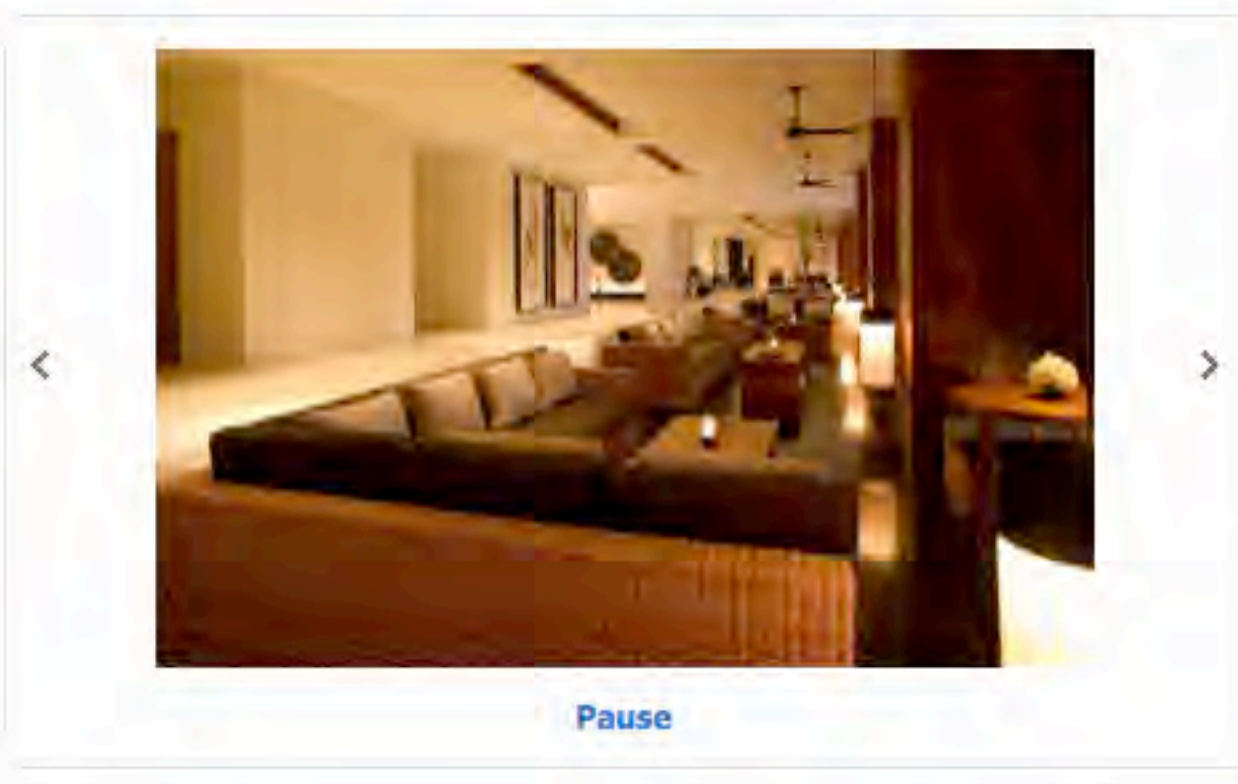
Hotel Information: US and Canada: 866-797-0578 Europe 00-800-11-20-11-40

**\$393**

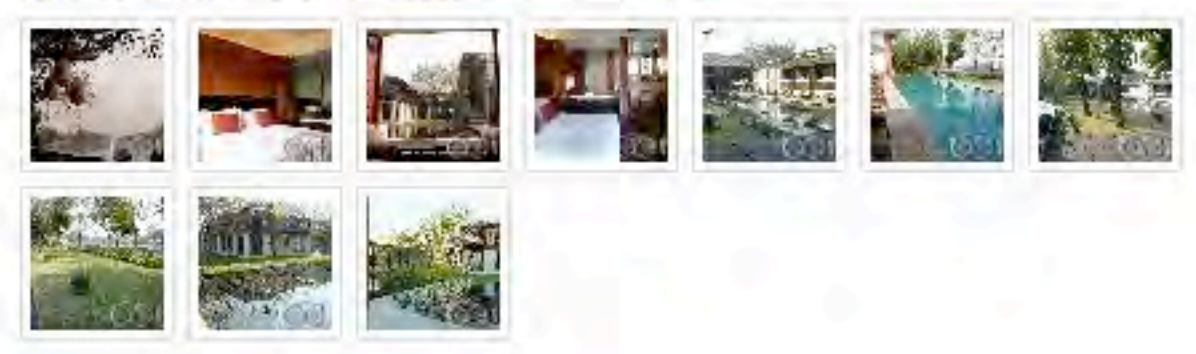
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[Rooms & Rates](#)

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### Traveler Photos From tripadvisor



All prices are displayed in \$ USD

Room Types	Nightly Rate
<b>CHEDI CLUB SUITE QUEEN, 100SQM, BALCONY - LCD TV-DVD, CD, SOUND SYSTEM, WIFI</b> <a href="#">Cancellation Policy</a>	<b>\$393</b> <a href="#">Book</a>
<b>CHEDI CLUB SUITE TWIN, 100SQM, BALCONY - LCD TV-DVD, CD, SOUND SYSTEM, WIFI</b> <a href="#">Cancellation Policy</a>	<b>\$393</b> <a href="#">Book</a>
<a href="#">See all rooms »</a>	

Taxes and Other Surcharges Imposed by the Hotel are Not Included

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From  To  Rooms: **1** Guests: **2 Adults** [Change](#)

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## The Datai

★★★★★ 612 reviews

Jalan Teluk Datai, Langkawi, 07000, MY

Hotel Information: US and Canada: 866-797-0578 Europe 00-800-11-20-11-40

**\$686**

Avg. Nightly Rate from

**Rooms & Rates**

**Summary** Photos Location Rooms & Rates **Low Price Guarantee** [\(Details\)](#)



### The Datai Langkawi

**TripAdvisor Traveler Rating:**

Based on 628 traveler reviews

**Most Recent Traveler Reviews:**

- Mar 14, 2012: "A world class resort"
- Mar 9, 2012: "Perfect"
- Mar 5, 2012: "Beautiful"

[Read reviews >>](#)

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## Description

### Location.

The Datai is located in Langkawi's Datai Bay neighborhood, close to Datai Golf Club. Regional points of interest also include Underwater World.

### Resort Features.

This Langkawi resort has a private beach. Dining options at The Datai include 5 restaurants. The resort serves Hot and cold buffet breakfasts (surcharges apply). Recreational amenities include an outdoor pool and a health club. There is a full-service health spa on site. This 5-star property has a business center and offers small meeting rooms, secretarial services, and a technology helpdesk. Complimentary wireless Internet access is available in public areas and the resort has an Internet point. This Langkawi property has 72 square meters of event space consisting of a conference center and conference/meeting rooms. Business services, wedding services, limo/town car service, and tour/ticket assistance are available. Valet parking and self parking are complimentary. Additional property amenities include a rooftop terrace, a marina, and a library. The property has designated areas for smoking.

### Guestrooms.

110 guestrooms at The Datai feature coffee/tea makers and safes. All accommodations have balconies. All rooms include separate sitting areas. Bathrooms feature separate bathtubs and showers. Wireless Internet access is complimentary. Televisions have satellite channels and DVD players.

### Notifications and Fees:

A resort fee is included in the total price displayed





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Customer Service: [Manage Your Booking](#)

English USD \$

From  To  Rooms: **1** Guests: **2 Adults** [Change](#)

[Back to Search Results](#)

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Hotel Information: US and Canada: 866-797-0578 Europe 00-800-11-20-11-40

**\$686**

Avg. Nightly Rate from

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Summary Photos Location Rooms & Rates **Low Price Guarantee** [\(Details\)](#)



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Customer Service: [Manage Your Booking](#)

[English](#) [USD \\$](#)

From  To  Rooms: **1** Guests: **2 Adults** [Change](#)

[Back to Search Results](#)

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Jalan Teluk Datai, Langkawi, 07000, MY

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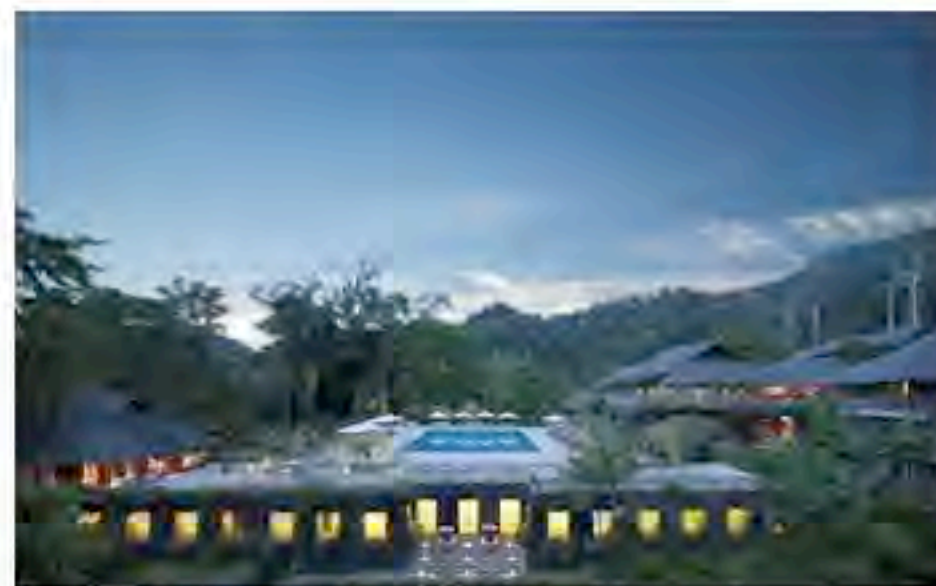
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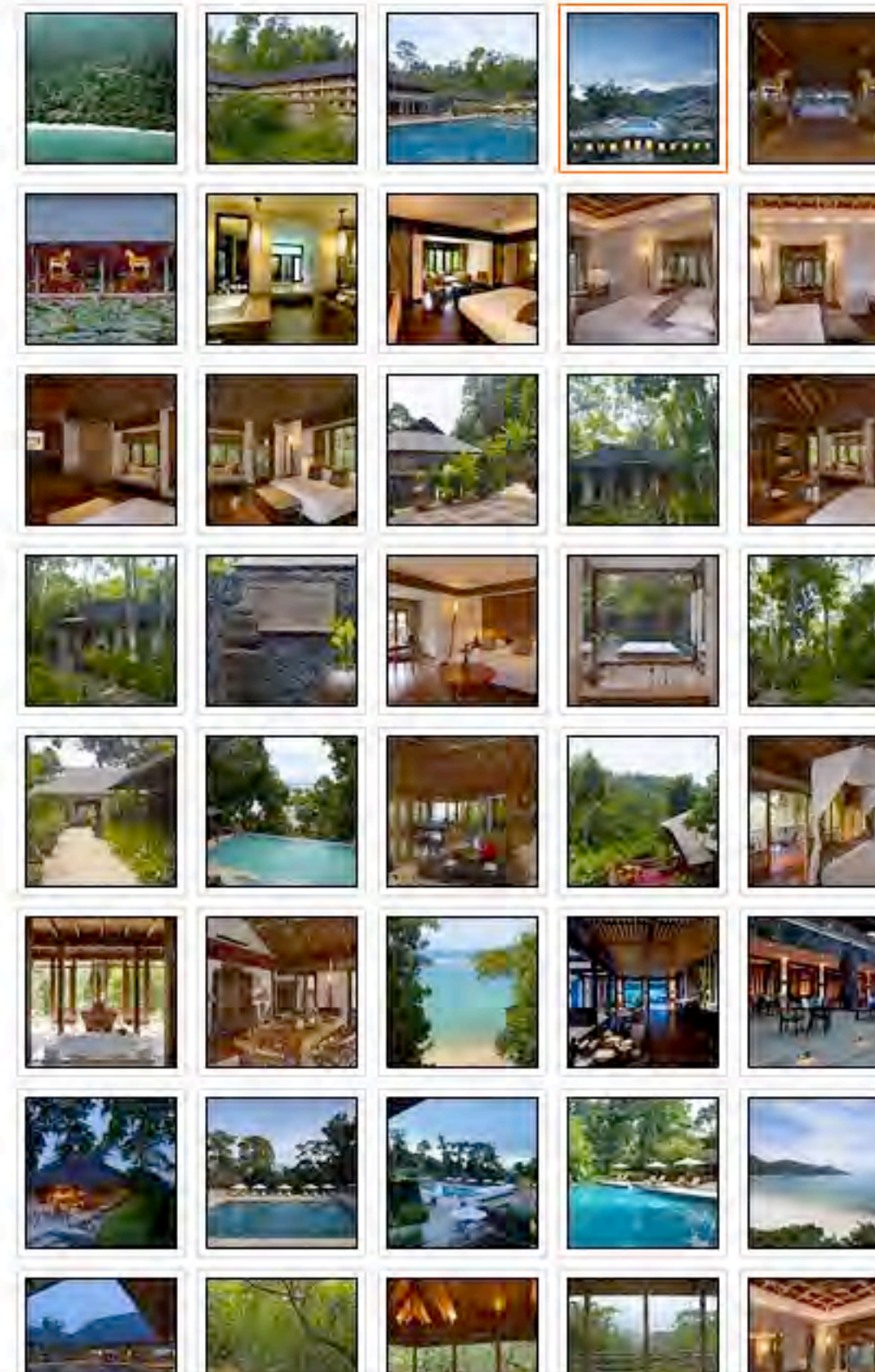
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Customer Service: [Manage Your Booking](#)

[English](#) [USD \\$](#)

From  To  Rooms: **1** Guests: **2 Adults** [Change](#)

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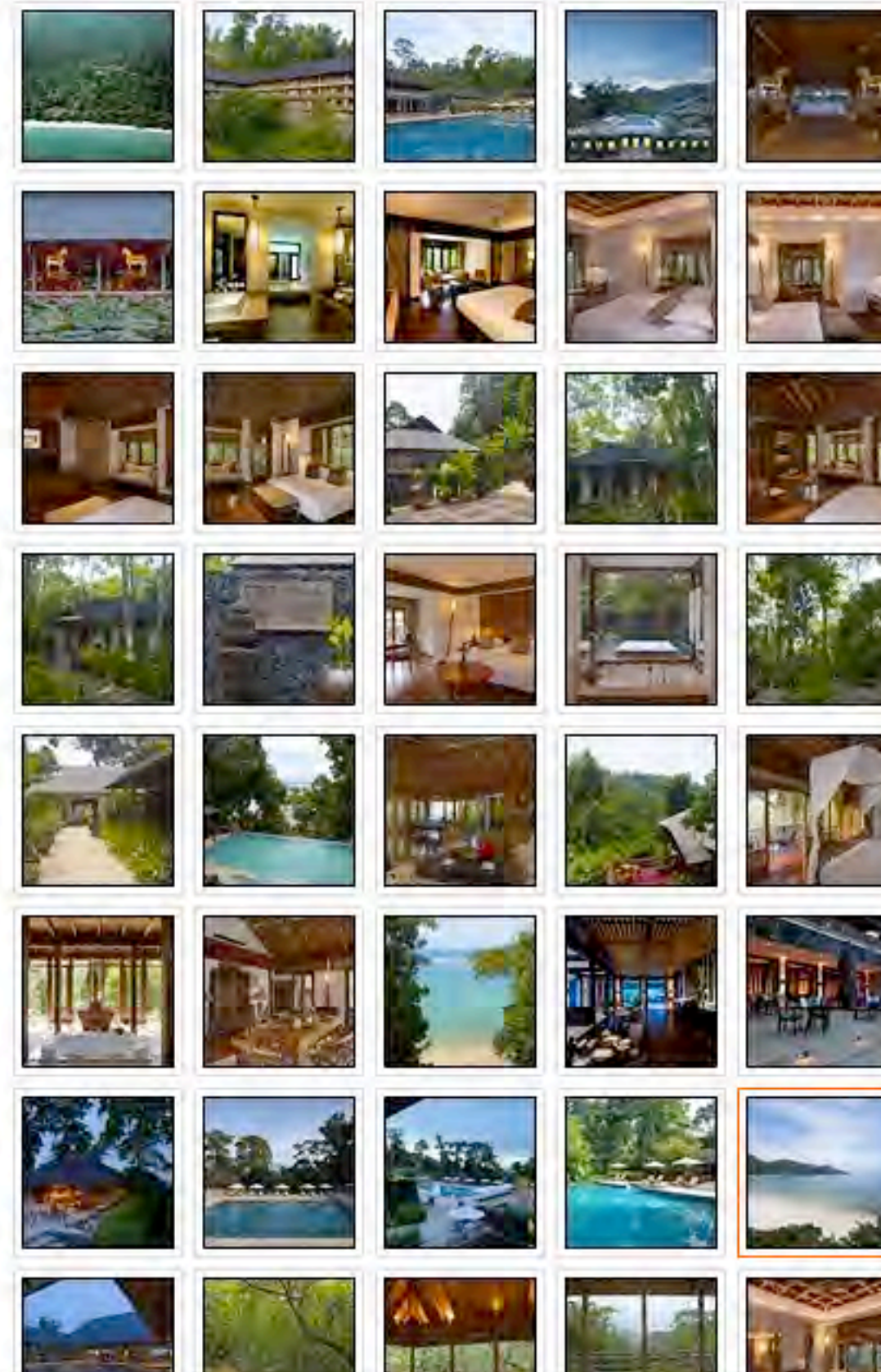
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Customer Service: [Manage Your Booking](#)

English USD \$

From  To  Rooms: 1 Guests: 2 Adults [Change](#)

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## The Lalu Sun Moon Lake

★★★★★ 0 reviews

142 Jung Hing Road, Yuchi, 555, TW

Hotel Information: US and Canada: 866-797-0578 Europe 00-800-11-20-11-40

**\$402**

Avg. Nightly Rate from

**Rooms & Rates**

Summary Photos Location Rooms & Rates **Low Price Guarantee** [\(Details\)](#)



**tripadvisor**

Sorry, no reviews are available for this property.

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## Description

### Location.

Attractions in the region around The Lalu Sun Moon Lake include New Era Sculpture Park and Lungnan Natural Lacquerware Museum.

### Hotel Features.

The Lalu Sun Moon Lake features a coffee shop/café and a bar/lounge. Room service is available during limited hours. The hotel serves a complimentary buffet breakfast each morning in the restaurant. Recreational amenities include 2 spa tubs. Also located on site are an outdoor pool, a health club, a sauna, a fitness facility, and a steam room. Spa amenities include spa services, massage/treatment rooms, facials, and body treatments. This 5-star property has a business center and offers small meeting rooms and secretarial services. Complimentary wireless Internet access is available in public areas. The property has 4 meeting rooms. Complimentary guest parking is limited, and available on a first-come, first-served basis. Additional property amenities include a library, a concierge desk, and multilingual staff.

### Guestrooms.

35 air-conditioned guestrooms at The Lalu Sun Moon Lake feature CD players and complimentary bottled water. Balconies offer lake views. Bathrooms feature separate bathtubs and showers with deep soaking bathtubs, handheld showerheads, and rainfall showerheads. They also offer bathrobes, slippers, and complimentary toiletries. Wireless Internet access is complimentary. In addition to safes, guestrooms offer phones. Cable television is provided. Also included are windows that open and blackout drapes/curtains. Guests may request irons/ironing boards and wake-up calls. A nightly turndown service is offered and housekeeping is available daily. Guestrooms are all non-smoking.

Notifications:





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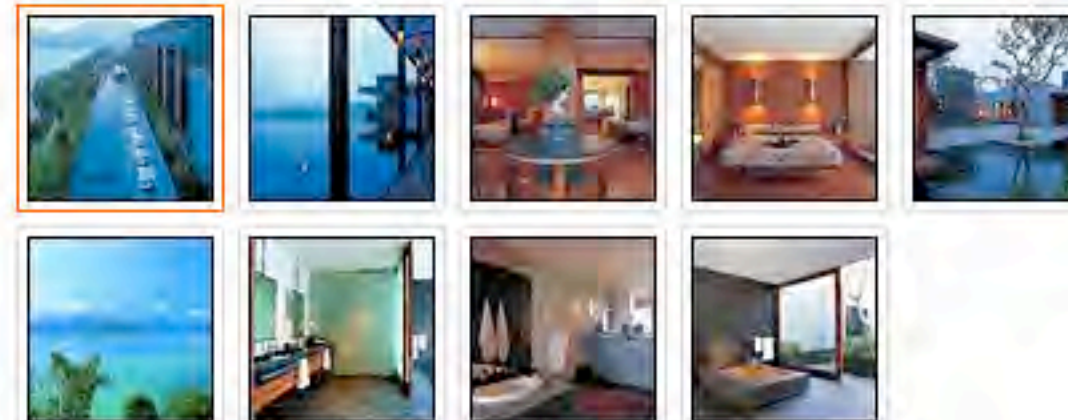
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### Select Your Dates

To give your information on room availability, we will need dates.

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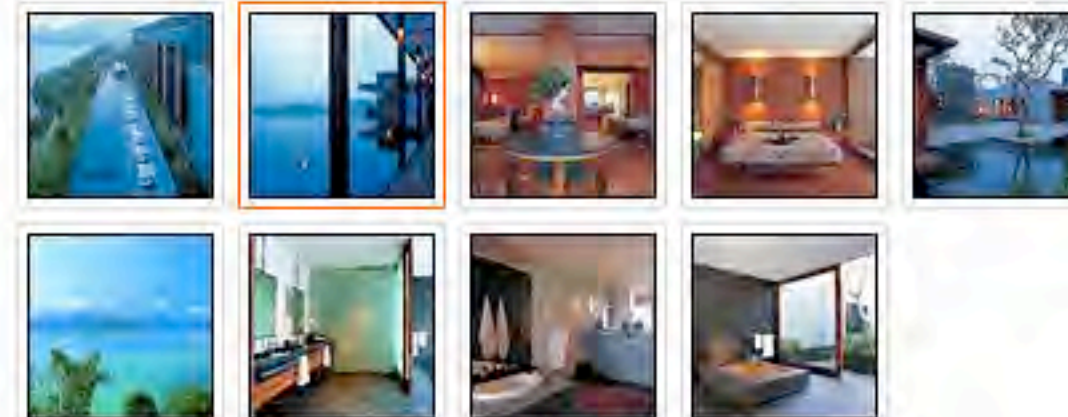
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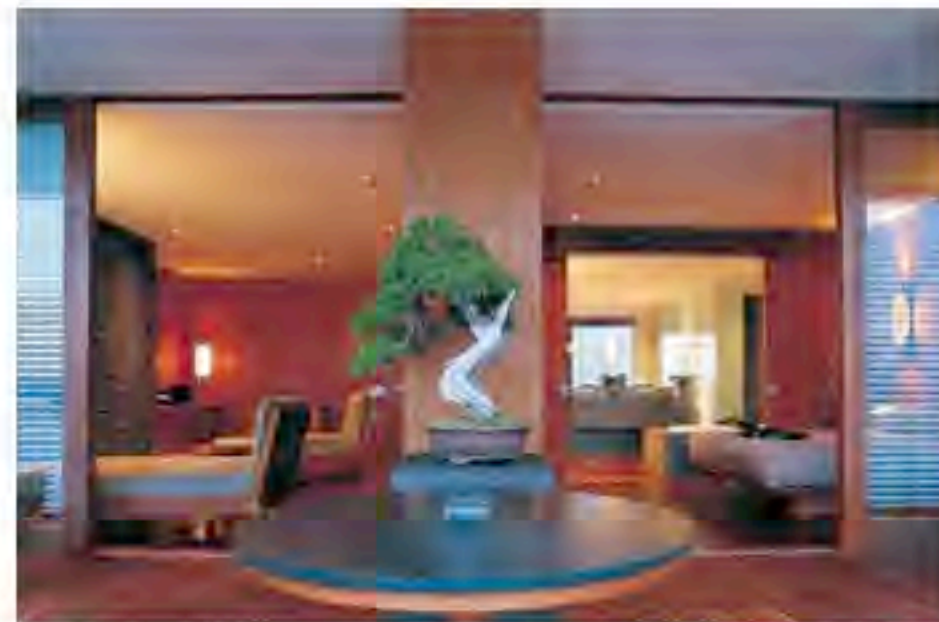
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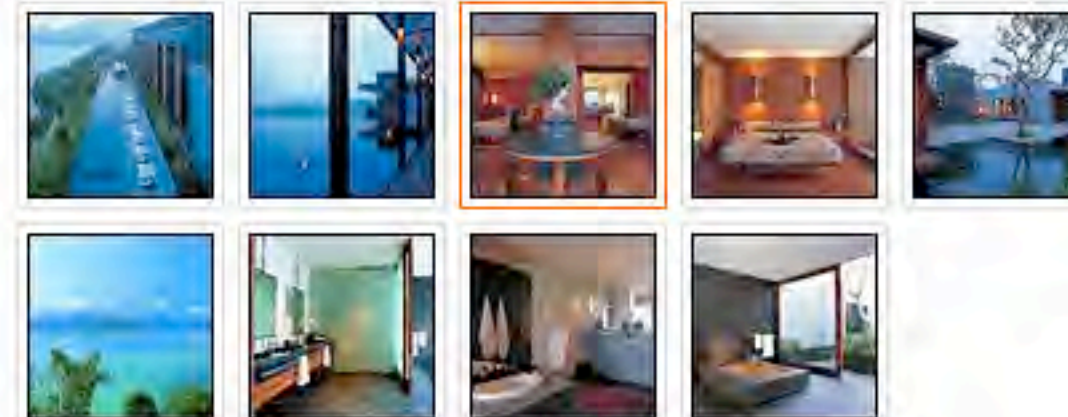
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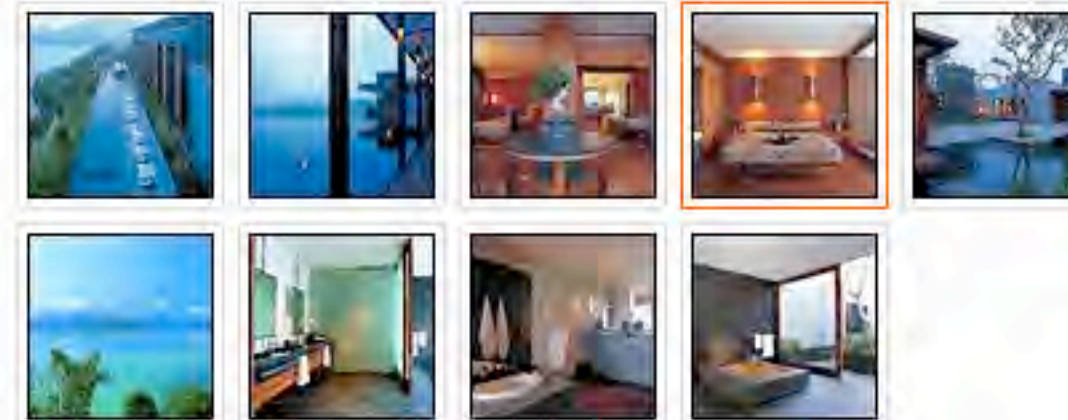
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## The Lalu Sun Moon Lake

★★★★★ 0 reviews

142 Jung Hing Road, Yuchi, 555, TW

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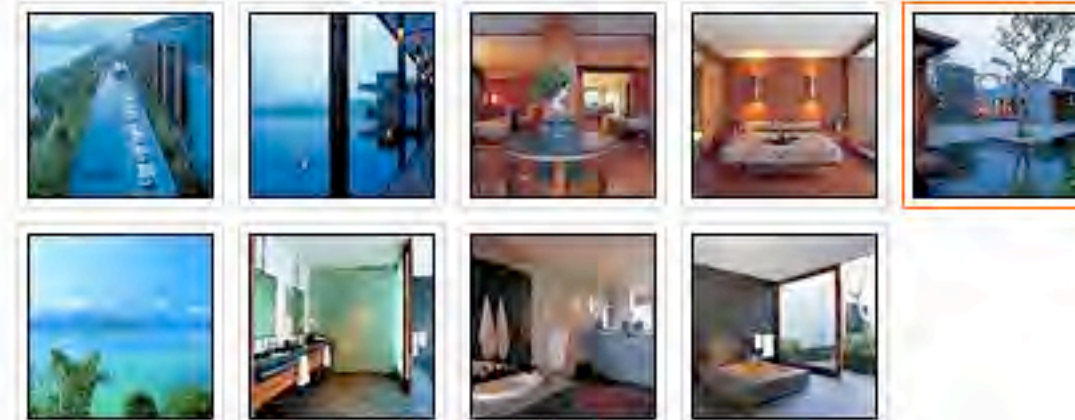
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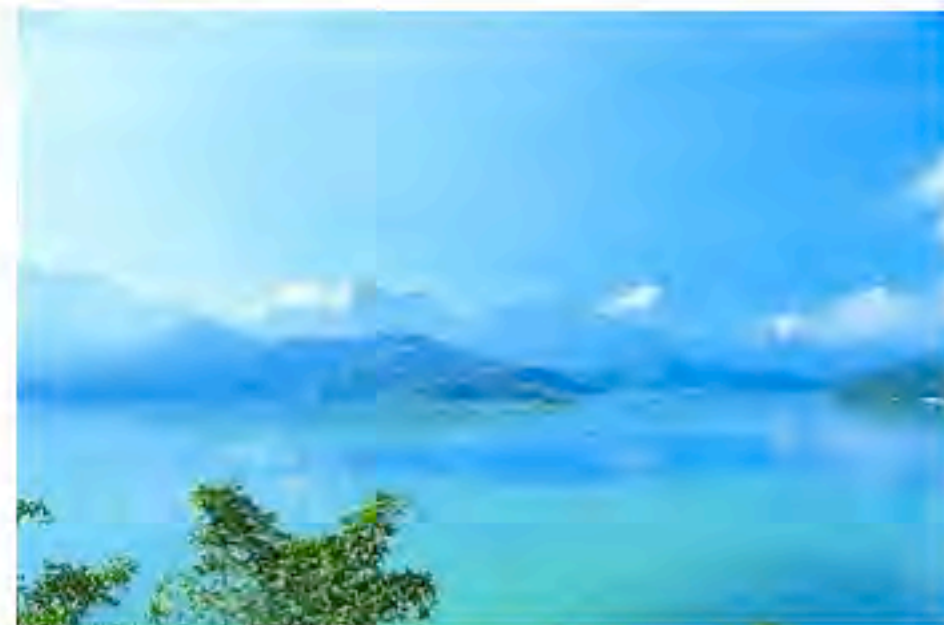
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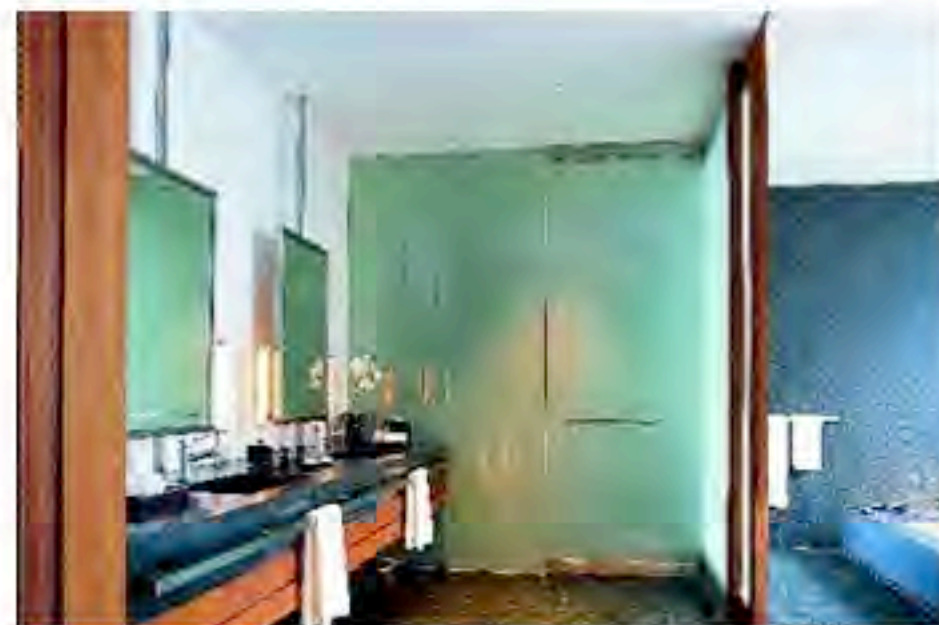
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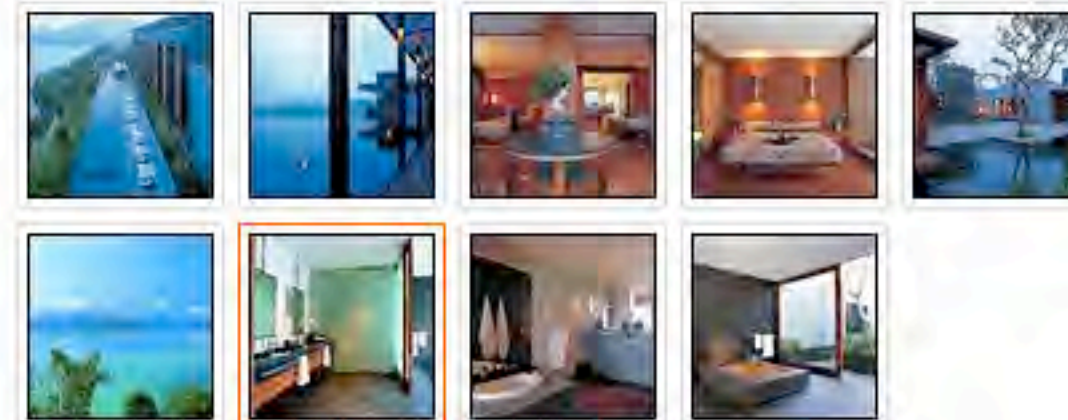
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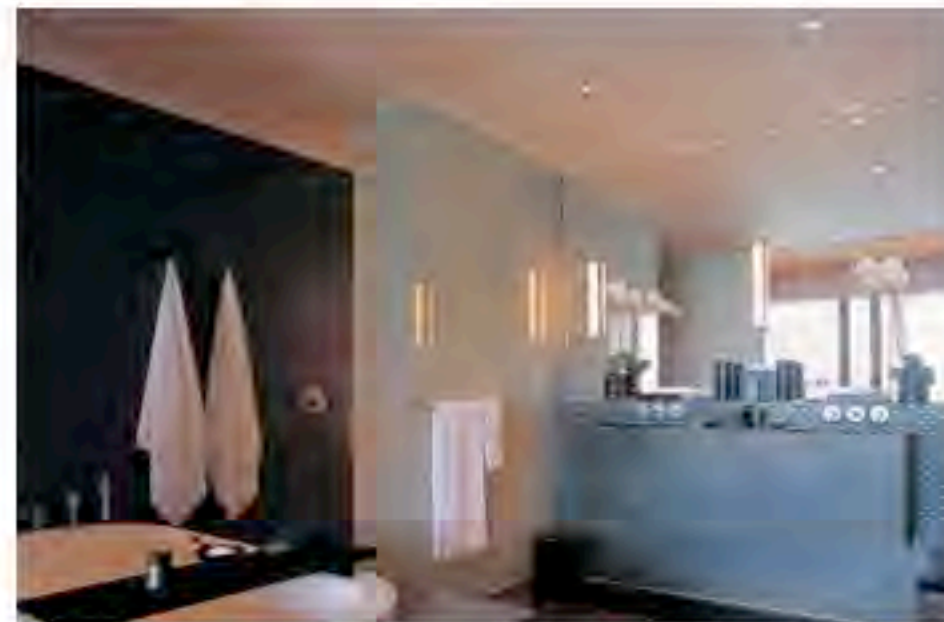
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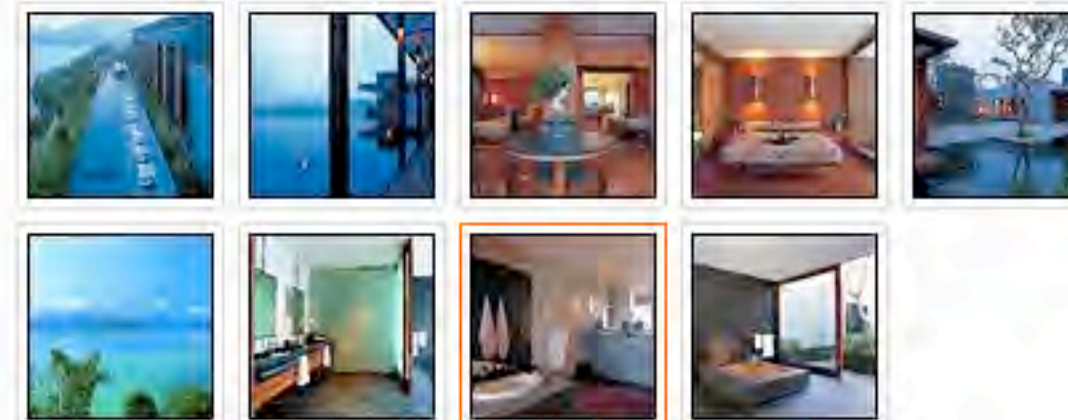
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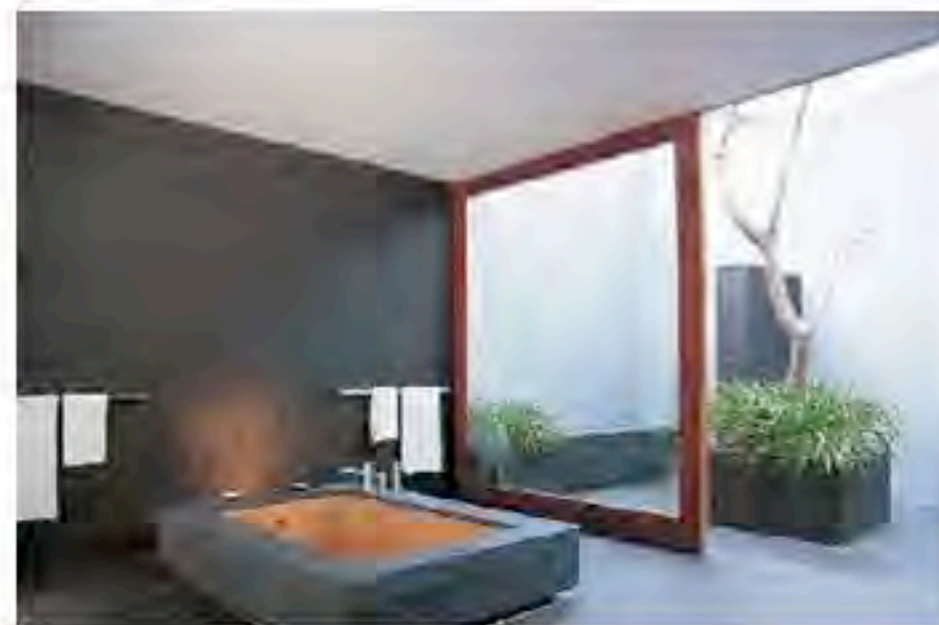
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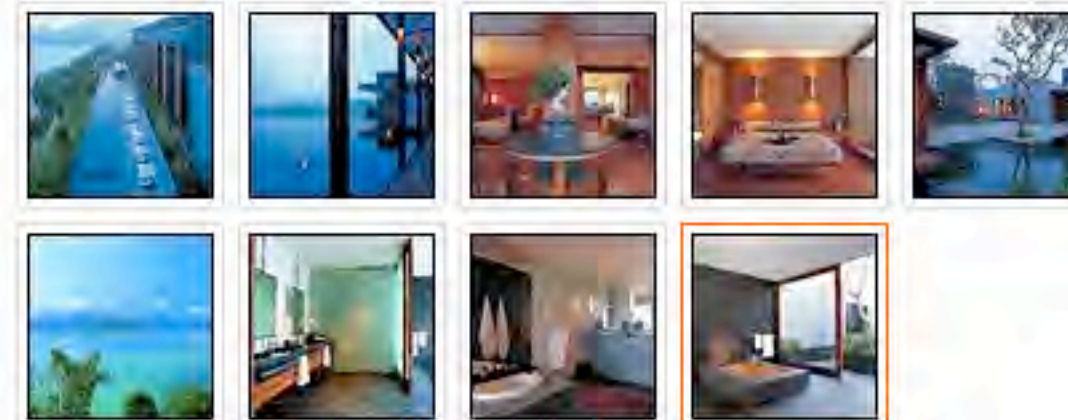
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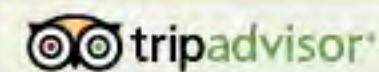
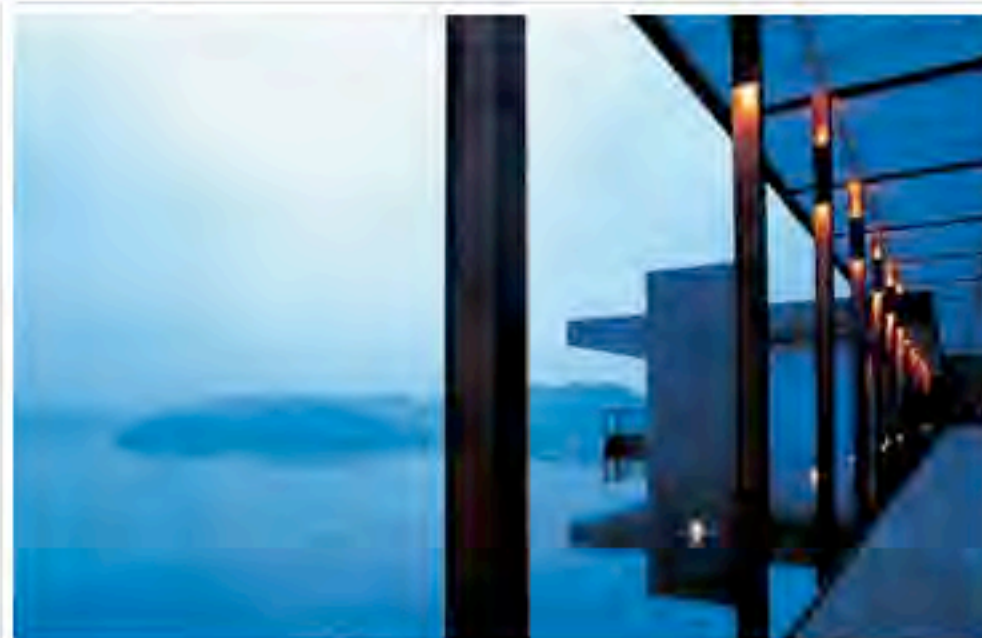
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### Description

#### Location.

Attractions in the region around The Lalu Sun Moon Lake include New Era Sculpture Park and Lungnan Natural Lacquerware Museum.

#### Hotel Features.

The Lalu Sun Moon Lake features a coffee shop/café and a bar/lounge. Room service is available during limited hours. The hotel serves a complimentary buffet breakfast each morning in the restaurant. Recreational amenities include 2 spa tubs. Also located on site are an outdoor pool, a health club, a sauna, a fitness facility, and a steam room. Spa amenities include spa services, massage/treatment rooms, facials, and body treatments. This 5-star property has a business center and offers small meeting rooms and secretarial services. Complimentary wireless Internet access is available in public areas. The property has 4 meeting rooms. Complimentary guest parking is limited, and available on a first-come, first-served basis. Additional property amenities include a library, a concierge desk, and multilingual staff.

#### Guestrooms.

35 air-conditioned guestrooms at The Lalu Sun Moon Lake feature CD players and complimentary bottled water. Balconies offer lake views. Bathrooms feature separate bathtubs and showers with deep soaking bathtubs, handheld showerheads, and rainfall showerheads. They also offer bathrobes, slippers, and complimentary toiletries. Wireless Internet access is complimentary. In addition to safes, guestrooms offer phones. Cable television is provided. Also included are windows that open and blackout drapes/curtains. Guests may request irons/ironing boards and wake-up calls. A nightly turndown service is offered and housekeeping is available daily. Guestrooms are all non-smoking.

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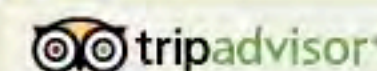
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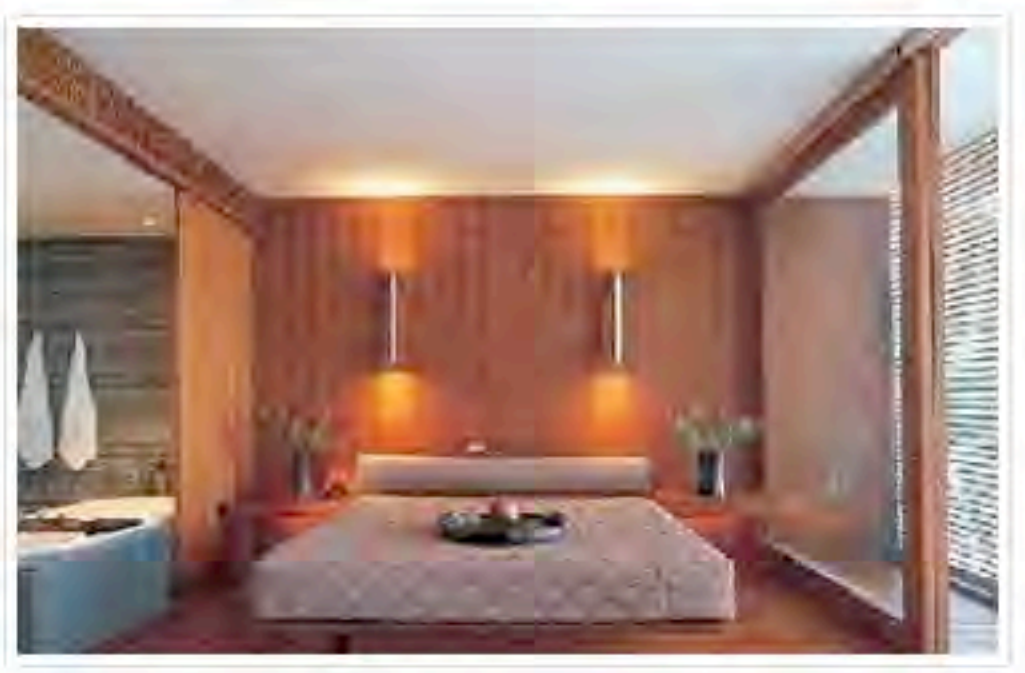
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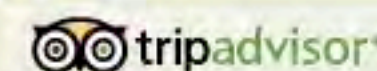
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